

# Ft. Campbell Provider Orientation



ValueOptions Behavioral Health

HUMANA MILITARY.  
HEALTHCARE SERVICES



*A Legacy of Service*

# ValueOptions/TRICARE

- Strictly dedicated to TRICARE
- Located in Jacksonville, FL
- Member of the Humana Military team since 1996
- Toll-free number: 1-800-700-8646
- Website: [www.humana-military.com](http://www.humana-military.com)

# Key Departments in Jacksonville

- Administration
  - Roxanne Kissinger, Service Center VP, Ext. 3012055
- Provider Relations
  - Derrick Gore, Director, Ext. 3012410
  - Debra Bluford-Davis, Manager, Ext. 3186010
  - Kathy Mobley, Ft. Campbell Representative, Ext. XXXXXX
- Utilization Management
  - Gary Proctor, MD, Chief Medical Officer, Ext. 3012065
  - Debbie Del Rosario, Director of Clinical Services, Ext. 3012158
  - Debbie Hallam, Director of Clinical Quality, Ext. 3012163
- Operations
  - Jason Choate, Director, Ext. 3012110
  - Mike Peters, Customer Service Manager, Ext. 3186008

# Agenda

- Introduction
- Benefits
- Utilization management
- Authorizations
- Claims/Billing
- Resources

# TRICARE Behavioral Health Provider Types

- ARNP and psychiatric nurses
- Clinical psychologists
- Licensed clinical social workers
- Licensed marriage and family therapists
- Mental health counselors (LPC and LMHC)
- Pastoral counselors
- Psychiatrists

# Behavioral Health Benefit

- Outpatient (up to twice per week based on medical necessity)
- Inpatient (up to 30/45 days per fiscal year)
- Substance use rehabilitation based on 365-day year (one per year, three per lifetime)
- Residential Treatment Center (RTC)—up to 150 days per fiscal year
- Partial Hospitalization Program (PHP)—up to 60 days per fiscal year

(All these limits are subject to waiver in special circumstances.)

# Outpatient

- All TRICARE beneficiaries (except Active Duty Service Members) may self-refer to a provider authorized under TRICARE to see patients independently without a referral.
- The first eight behavioral health visits, per beneficiary, per fiscal year, also do not require preauthorization. The ninth visit forward **will** require authorization
- An MD or DO referral and on-going communication with referring provider is required for **all** visits, including the first eight, to providers unable to practice independently per TRICARE (i.e., licensed mental health and pastoral counselors.)
- Individual outpatient therapy for primary diagnosis of chemical dependency is not a covered benefit.

# Active Duty (SHCP)

- ADSMs are required to receive behavioral health care at MTFs except in emergencies or in accordance with TRICARE Prime Remote (TPR) regulations.
- ADSMs must have referrals and prior authorizations from their PCMs and ValueOptions before seeking nonemergency behavioral health care.
- TPR ADSMs must obtain prior authorizations from ValueOptions and their Service Points Of Contact (SPOCs) for all behavioral health care services.

# Utilization Management—Outpatient

- Health Care Finders (HCFs) include customer service staff
  - Self-referrals (provider/beneficiary)
- Patient Care Coordinators (PCCs) include RNs, LCSWs, LMFTs and PhDs.
  - MTF referrals
  - Civilian PCM referrals
  - Continuing outpatient care
  - Access issues (from HCFs)
  - Point Of Service (POS) Issues (from HCFs)
- Outpatient authorization requests are accepted electronically via the Humana Military website or the Outpatient Treatment Report (OTR) form.

# Outpatient Treatment Report (OTR)

- OTR review and authorization are completed based on medical necessity and TRICARE benefit.
- Necessary for authorization after the eighth visit. (One OTR can be submitted for ADSMs after the first authorization, but they must be seen by their PCM before more visits may be authorized.)
- Medication Management (CPT 90862) does not need OTR.
- The fastest and most efficient way to submit a request for ongoing care is by entering it via the Humana Military website. Many requests can be auto-approved and cover the entire episode of care.

# Utilization Management—Inpatient

- Can include detoxification, acute psychiatric stabilization or substance use rehabilitation.
- Must be preauthorized or authorized within 72 hours if an emergency.
- Inpatient authorization requests and concurrent reviews are accepted electronically via the Humana Military website or the Higher Level of Care (HLOC) form.

# Common Exclusions

- Biofeedback for mental health diagnoses
- Individual outpatient therapy for substance abuse diagnoses
- Sensory integration
- Inpatient for a runaway child
- Methadone or other drug maintenance
- DSM V-codes

# Case Management

- Referrals can be obtained by providers, beneficiaries, MTFs .
- A behavioral health case management referral form is available on Humana Military's website
- Sheila Bellamy, CM Supervisor, Ext. 3186009

# Preauthorization Requirements

- All non-emergency inpatient admissions for behavioral health care of substance use disorder
- Partial Hospitalization Programs (psychiatric and substance use disorder)
- Psychoanalysis
- Residential Treatment Center programs
- Outpatient behavioral health visits exceeding the initial eight visits each fiscal year (Oct .1 to Sep. 30)

# Electronic Claims Submission/Reimbursement

- Network providers are required to file all claims on behalf of TRICARE beneficiaries, and they **must** be filed electronically.
- The user friendly tool decreases processing time by half with no additional cost to providers.
- Adopting Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs) is a simple way to avoid check fraud in your business. Humana Military offers a simple way to implement EFT and ERA.
- Free electronic services for these features are available at [www.mytricare.com](http://www.mytricare.com).

# Provider Changes

- All network providers agree to accept TRICARE patients.
- If a network provider is not accepting new patients into the practice, the provider must notify ValueOptions.
- Any changes (demographics, billing information, specialties) require a Provider Change form. ValueOptions must be notified within 10 days of the change in order to accurately display your information in the directory and make timely payments.
- If there is a change in Tax ID number, a W-9 may be requested.

# Resources

## **[www.humana-military.com](http://www.humana-military.com)**

- Electronic Web Referral Submission, Eligibility Verification, Claims Status
- Provider Handbook
- Tools & Resources, to include behavioral health forms

## **[www.mytricare.com](http://www.mytricare.com)**

- Electronic Claims Filing
- Electronic Fund Transfer
- Electronic Remittance Advices

# Resources: Achieve Solutions

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**Achieve Solutions®**

**Achieve Solutions®** is an online resource, available in both English and Spanish, filled with educational information and content regarding behavioral health, EAP and work/life issues. **TRICARE** beneficiaries are able to access this secure website at no cost to the user.

Visit Achieve Solutions to:

- Access a comprehensive library of educational materials, including information on depression, anxiety, addiction and recovery, stress and relationship issues
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